

Tips to

## Reduce Overpayments

- **REVIEW** the Workforce Services Provider Portal, Children in Care page, regularly.
  - Watch for new customers in “pending” status.
  - Look for children who stopped attending or have had a schedule change.
- **REPORT** children who were never in care or not known.
- **REPORT** children who were in care less than eight hours or stopped attending.
- **REPORT** an individual child’s rate if less than the standard full-time monthly rate. The rate change will be made effective the following month.
- **REPORT** all changes by the 25<sup>th</sup> of the month or as soon as known.
- **HELP** educate parents about notifying providers and DWS of changes in a timely manner.



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